

WORKFORCE DEVELOPMENT DIVISION
Workforce Program Policy
Technical Assistance Bulletin 308

Keywords: RESEA; WorkInTexas.com

Subject: Customized Labor Market Information for RESEA Customers

Date: July 19, 2024

This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) instruction on providing Customized Labor Market Information (CLMI) to Reemployment Services and Eligibility Assessment (RESEA) customers and documenting this through data entry under service code 245—Customized Labor Market Information in [WorkInTexas.com](https://www.workintexas.com).

Background

CLMI helps customers make informed decisions about their career planning, educational and training opportunities, and job search strategies. Workforce Solutions Office staff provides CLMI face-to-face during a customer’s initial RESEA appointment and any subsequent RESEA appointments.

CLMI is Labor Market Information (LMI) for RESEA customers based on their:

- current occupations;
- desired occupations;
- skills and abilities;
- location preferences; and
- salary expectations.

The documentation of CLMI services each customer receives must be uploaded to the customer’s WorkInTexas.com profile to comply with US Department of Labor program requirements.

CLMI Process for Workforce Solutions Office Staff

Workforce Solutions Office staff does the following:

- Completes the CLMI one-on-one and face-to-face with the customer
- Engages in a conversation with the customer to:
 - review their work history and previous occupations;
 - assess their skills and abilities;
 - identify desired job location preferences; and
 - discuss salary expectations and job market trends for their qualified occupation
- Adds a summary of the CLMI discussion to the comment section of the Individual Employment Plan (IEP)
- Shows the customer how to use the [Texas LMI tools](#) and ensures the customer understands how CLMI may be used to conduct or enhance their job search

- Ensures the customer can efficiently navigate WorkInTexas.com to allow for more in-depth research about occupations and locations
- Completes the online CLMI form in WorkInTexas.com and saves the form to the **Staff Documents** tab in the customer’s profile
- Enters the date the CLMI form was completed under service code 245—Customized Labor Market Information

CLMI Process for WorkInTexas.com

The CLMI form is automated and resides in WorkInTexas.com.

Accessing the CLMI Form

To access the CLMI form in WorkInTexas.com:

1. Log in to WorkInTexas.com.
2. Go to **Menu**.
3. Scroll down to **Services for Workforce Staff**.
4. Under **Manage Individual**, select **Assist an Individual**.
5. Select Customer to assist.
6. Select **Staff Profiles**.
7. Select **General Profiles**.
8. Select **Documents**.
9. Select **Complete Online Form**.
10. Select **Customized Labor Market Information Form**.
11. Select **Action** Tab.
12. Select the **Select** tab and complete required fields.
13. Save Form.

Certifying CLMI Was Discussed

When providing CLMI during each RESEA appointment, staff completes the following questions on the CLMI form under “Completed CLMI,” certifying that CLMI was discussed and/or updated with the customer.

Completed CLMI

(Drop-down menu options: **Initial RESEA, RS1, RS2**)

1. Discussed and/or updated skills and abilities? (Yes/No)
2. Discussed and/or updated current/desired industries and occupations? (Yes/No)
3. Discussed and/or updated Location/Counties? (Yes/No)
4. Discussed and/or updated salary expectations? (Yes/No)
5. Reviewed job market trends? (Yes/No)
6. Is interested in the WIOA Program? (Yes/No)
7. Was appointment set to meet with WIOA Career Specialist? (Yes or N/A)

Saving the CLMI Form in WorkInTexas.com

Staff selects **Save** at the bottom of the screen, and the CLMI form will save in WorkInTexas.com. There is no need to upload the form; if necessary, staff can download the form by selecting **Download**.

Once completed, enter service code 245 in WorkInTexas.com using the date the CLMI was completed as the start and end date of the service. All services must be completed the same day.

Please distribute this information to appropriate staff. Send inquiries regarding this TA Bulletin to the RESEA mailbox at RESEA.GITJOBS@twc.texas.gov.

References

[Unemployment Insurance Program Letter No. 02-23](#), issued February 23, 2023, and titled “Fiscal Year (FY) 2023 Funding Allotments and Operating Guidance for Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants”

[RESEA Program Guide](#)

Attachments

None